

OFFICE OF THE CLERK - U. S. DISTRICT COURT

John Joseph Moakley United States Courthouse
1 Courthouse Way, Suite 2300
Boston, MA 02210
Human Resources Division

TEMPORARY IT HELP DESK SPECIALIST 1-YEAR APPOINTMENT

CL 27 - \$37,855 to \$50,107

The Clerk's Office is currently accepting applications for a full time Temporary IT Help Desk Specialist

Representative duties and responsibilities include:

- Installation troubleshooting, maintenance and upgrades of all Personal Computers, related hardware and software, courtroom audio-visual systems, video conferencing and telephones;
- Provides first level telephone and hands-on support to end users;
- Installs and supports major communications services such as LAN and Internet connectivity, Email, and Voice mail;
- Creates and maintains user accounts associated with network services;
- Prepares and maintains installation and troubleshooting documentation for other staff members;
- Assesses IT training needs and provides resources as required;
- Helps determine upgrade schedules and software standards for personal computers and networked systems. Plans for future growth;
- Assists the court in supporting national standards as recommended by the Administrative Office;
- Works extra hours and weekends in emergency situations;
- Receives shipments of supplies and equipment ordered by the court;
- Other duties as required

Required Qualifications:

- Progressively responsible experience in an IT environment which provides evidence that the candidate has acquired;
- Hands-on experience troubleshooting and repairing Personal Computers;
- Ability to analyze problems and design solutions;
- Proficiency in communicating effectively with others, both orally and in writing;
- Strong interpersonal skills;
- Expertise in exercising mature judgment;
- Ability to independently develop knowledge of new systems;
- Ability to work productively under pressure;
- Capability of adapting to a changing environment

Specialized Experience:

- A working knowledge of PC hardware, configurations, and peripheral equipment is required;
- Experience with Windows (98, 2000, XP);
- Word Perfect 9, Lotus Notes, MS Office and Novell Netware is required;
- Knowledge of audio-visual systems, video conferencing and telephones is preferred;
- Knowledge of UNIX systems administration is also preferred;
- College Degree, Computer School or equivalent educational experience is preferred

The IT Help Desk Specialist reports to the Systems Manager.

Hours: 8:30 AM to 5:00 PM, Monday - Friday

Duties sometimes require working during non-business hours.

Physical effort may be involved in moving, connecting or troubleshooting equipment.

Periodic travel to Worcester and Springfield divisional offices and other locations is required.

SALARY: Depending upon qualifications and experience

Open Until Filled

Please send resume and salary history to:

U. S. District Court
1 Courthouse Way, Suite 2300
Boston, MA 02210
Attn: Nancy M. Cashman
ITHDS/1-03
Email: usdcmajobs@mad.uscourts.gov

Ct. provides reas. accomm. to applics. w/disabilities where approp. If reas. accomm. needed for any part of applic. & hiring process, notify the Ct. Determin. on requests for reas. accomm. will be made on a case-by-case basis.

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